

Compensation



1. Pennine Housing works hard to provide a high quality service to customers. We recognise though that things sometimes go wrong and that compensation may be a suitable way of putting things right. There are also some events that give you a legal right to compensation.

2. All our customers will be treated in a fair and consistent manner, which will be sensitive to the situation and the needs of the individual. Your contact with us will always be treated as confidential in line with our data protection and confidentiality policy.

3. Pennine Housing believes that the most important way to deal with a failure to provide you with a service is to put that problem right for you as soon as possible. This means that compensation is not automatically available when things seem to go wrong.

4. We have published a Compensation Policy. The policy will be available upon request from any of our offices, or we will be happy to post a copy. We will also include details of any compensation arrangements in the leaflets about our individual services.

5. If we think that you might qualify for compensation, we will point this out to you as a matter of course at the earliest opportunity.

6. If you wish to make a claim for compensation we do need to have this in writing from you. If this would make things difficult for you, please ask any member of our staff for help.

7. We will write back to you within 5 working days of receiving your claim. We will do our best to give you a definite answer about your claim at that time, but we may need to ask you for more information, or carry out an investigation.

8. We will do our best to give you a final answer about your claim within 21 days of receiving it. There may be times when we cannot do this, for example if we are waiting for information from yourself or an outside organisation. If we cannot complete your claim within 21 days of receiving it, we will write to you with reasons for the delay and when we expect to be able to contact you again.

9. We will always give you clear reasons for our decision about your claim. If it is agreed that you are to receive compensation, we will explain how we worked out the sum of money involved.

10. When it is agreed that you are to receive compensation, we will pay this to you by cheque within 10 working days of receiving all the information that we need to make a decision.

11. Tenants who are in arrears of rent or other charges will normally have compensation credited to their rent account first. Any sum remaining after the arrears are cleared will be paid by cheque.

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service standards

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12. We will monitor these service standards regularly and use this information to make sure we are keeping to these standards and to see if they can be improved in any way.

13. If you are unhappy about the way any aspect of your compensation claim has been dealt with, please let us know as soon as possible so that we can put things right. If at all possible, please contact any member of our staff. You may also use our complaints process. Copies of our "tell us what you think" leaflet are available at each of our offices and to download here (1.21MB PDF Download). We will be happy to post one to you if you wish.

Of course, we are always very pleased to hear from customers who would like to tell us about the good service they had from Pennine Housing 2000.

service standards